

Quarterly Report



Sandra Pierce-Miller, Director

1st. Quarter 2002, Report No. 31

January – March 2002

California Partnership for Long-Term Care

www.dhs.ca.gov/cpltc

Participating Insurers

- Bankers Life and Casualty Company
- California Public Employees' Retirement System (PERS)
- Continental Casualty Company
- GE Capital Assurance (formerly AMEX)
- John Hancock
- New York Life Insurance Company
- Transamerica Occidental Life Insurance Company

This Quarter

To Date

Applications Received:

3,218

44,528

Applications Denied:

529

8,758

Applications Pending & Withdrawn:

0

0

Policies Purchased:

2,689

35,770

Policies Dropped (voluntarily & for un- known reasons*):

274

3,481

Policies Not Taken Up: (dropped within 30 days of purchase)

64

1,437

Total Policies In Force (Active):

N/A

30,916

Number of Policyhold- ers Who Received Ser- vice Payments:

145

377

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I. Quarterly and Cumulative Statistics

Telephone Calls:

This Quarter

Cumulative

Number of Con-
sumers Who
Called Toll-Free

323

22,473
(CARE445)

¹ * Does not include 71 drops reported as deaths, rescissions, conversions or exhausted benefits.

I. Quarterly and Cumulative Statistics

<u>Age:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Median	60	64
Target Age (55-74)	1,740 (74%)	22,958 (74%)
Other Ages	611 (26%)	7,958 (26%)

Gender:

Male	940 (40%)	12,435 (40%)
Female	1,411 (60%)	18,481 (60%)

Marital Status:

Married	1,622 (69%)	20,781 (67%)
Not Married	729 (31%)	10,120 (33%)
Unknown	0 (0%)	15 (<1%)

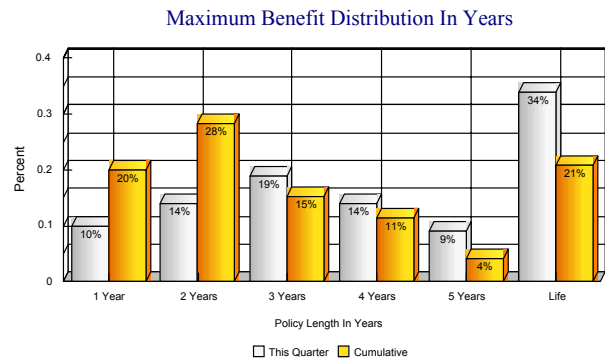
Policy Type:

Comprehensive	2,304 (98%)	28,021 (91%)
Nursing Home	47 (2%)	2,895 (9%)

Purchase Type:

First Time Purchase	2,163 (92%)	28,584 (92%)
Upgrade	47 (2%)	629 (2%)
Replacement	141 (6%)	1,695 (6%)
Reinstatement	0 (0%)	8 (<1%)
Totals for each category above	2,351 (100%)	30,916 (100%)

II. Maximum Benefit Amounts Distribution



Maximum Benefit (In years):

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
This Qtr. # Policies	235	329	447	329	212	799	2,351
This Qtr. %	10%	14%	19%	14%	9%	34%	100%
Cumulative # Policies	6,174	8,756	4,711	3,539	1,270	6,466	30,916
Cumulative %	20%	28%	15%	12%	4%	21%	100%

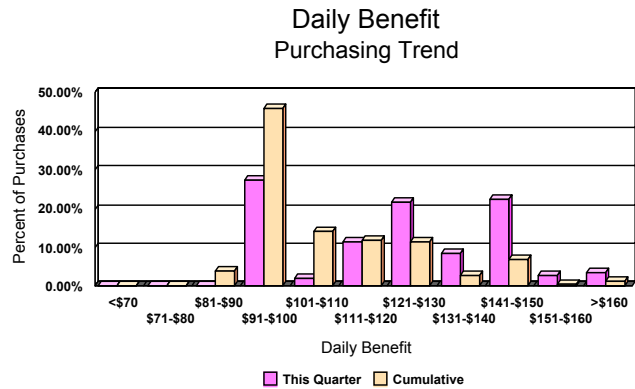
Characteristics By Maximum benefit In Years (This Quarter)

Characteristic:

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
Married	47%	66%	65%	74%	78%	74%	69%
Female	62%	56%	57%	58%	61%	62%	60%
Avg. Age	66	67	63	63	64	56	61
Target Ages	75%	79%	81%	83%	80%	63%	74%
New Purchase	71%	93%	94%	96%	96%	95%	92%
Comprehensive Policy	90%	96%	98%	98%	100%	99%	98%

III. Daily Benefit Purchasing Distribution

Daily Benefit Range	This Quarter	Cumulative
\$70 or Less	0 (0.00%)	14 (0.05%)
\$80	0 (0.00%)	174 (0.61%)
\$90	0 (0.00%)	1,177 (4.12%)
\$100	648 (27.58%)	13,137 (45.99%)
\$110	48 (2.06%)	4,033 (14.12%)
\$120	272 (11.55%)	3,367 (11.79%)
\$130	509 (21.65%)	3,259 (11.41%)
\$140	199 (8.46%)	816 (2.86%)
\$150	530 (22.55%)	2,011 (7.04%)
\$160	63 (2.66%)	189 (0.66%)
More than \$160	81 (3.44%)	387 (1.36%)



Daily Benefit Purchasers By Age, Cumulative Experience

	<55	55-64	65-74	75-84	85+
\$70 Or Less	7.69%	46.15%	23.08%	23.08%	0%
\$80	4.43%	19.62%	46.20%	29.11%	0.63%
\$90	7.36%	30.57%	42.74%	18.40%	0.94%
\$100	11.65%	35.92%	39.62%	12.12%	0.69%
\$110	15.58%	31.75%	38.13%	13.88%	0.66%
\$120	13.61%	45.45%	33.95%	6.53%	0.46%
\$130	20.14%	45.14%	27.77%	6.61%	0.34%
\$140	18.5%	49.12%	26.26%	5.85%	0.27%
\$150	27.61%	50.36%	18.83%	2.93%	0.28%
\$160	30.77%	52.07%	15.98%	1.18%	0%
More than \$160	42.41%	42.98%	12.61%	2.01%	0%

III. Age of Policyholders (at time of purchase)

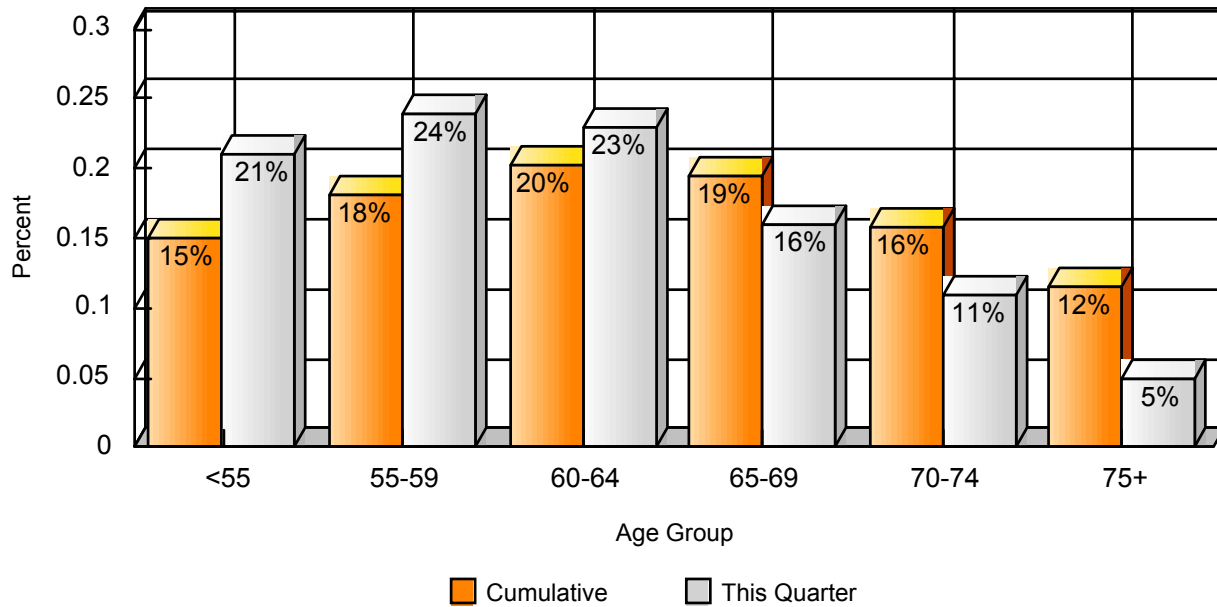
Age Group:

	<55	55-59	60-64	65-69	70-74	75+	Total
This Qtr. # Policies	494	563	541	376	259	118	2,351
This Qtr. %	21%	24%	23%	16%	11%	5%	100%
Cumulative # Policies	4,618	5,583	6,279	5,991	4,872	3,573	30,916
Cumulative %	15%	18%	20%	19%	16%	12%	100%

NOTE: At times, the plotted percentages may not appear to agree with the table above due to rounding.

Policyholders Age Distribution

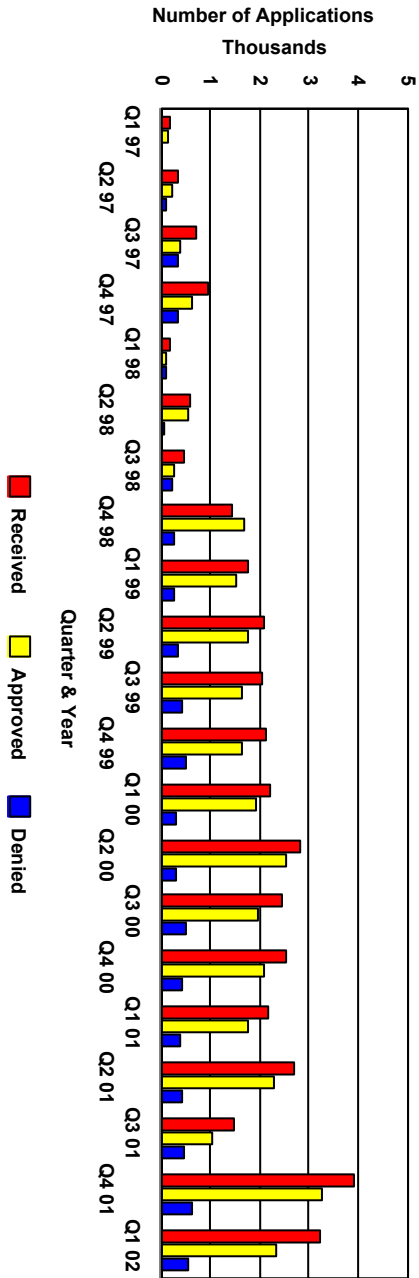
By Age Group



IV. Trends

Quarter	1997				1998				1999				2000				2001				2002			
	1994	1995	1996	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Received	402	2,979	4,598	165	260	708	949	191	600	477	1,440	1,779	2,107	2,073	2,151	2,205	2,841	2,473	2,528	2,156	2,721	1,492	3,907	3,218
Approved	237	2,123	3,095	140	239	375	612	115	537	262	1,692	1,520	1,763	1,655	1,654	1,908	2,547	1,978	2,087	1,769	2,284	1,019	3,262	2,351
Denied	60	713	1,039	25	121	326	337	84	63	215	269	259	344	418	497	287	294	495	441	387	437	473	645	529

Trend In Applications Received, Approved, Denied
By Quarter



Redesigned policies available as of the 4th. quarter of 1998

V. Policyholders and Asset Protection Earned

	<u>This Quarter</u>	<u>Cumulative</u>
Number of policyholders to date, who have qualified to receive benefit payments	59	538
Total asset protection earned by all policyholders who have received benefits	\$813,155	\$7,111,577
Number of policyholders currently in benefit/payments made	147	N/A
Number of Policyholders that have exhausted benefits	1	25
Total asset protection earned to date by policyholders that have exhausted benefits	\$83,922	\$1,200,212
Number of policyholders that have died while in benefit	4	128
Total remaining asset protection that will NOT be accessed due to policyholders demise while in benefit.	\$266,935	\$7,369,122
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 3/31/2002	1	5
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 3/31/2002	N/A	\$263,115

VI. Service Utilization

Type of Service (Other Than Case Management)	This Quarter, % of All Services Rendered to Policyholders In- Benefit (147) by Type of Service	Cumulative % of All Services Ren- dered to All Policyholders (538) by Type of Service
Skilled Nursing Facility	6%	7%
Assisted Living Facility/RCF	13%	14%
Other Alternative Housing	2%	1%
Home Health Aide Services	8%	9%
Attendant Care	7%	11%
Personal Care	12%	10%
Monitoring	2%	<1%
Personal Emergency Response System	1%	<1%
Durable Medical Equipment	1%	<1%

NOTE: Care management services such as assessments, care planning, reassessments and monitoring (which are absorbed as insurer administrative costs and therefore not charged against the policyholder's benefit pool) and services amounting to less than 1% usage during the quarter are excluded. Therefore, the percentages total may not equal 100%.

Type of Case Management Service (Administrative Costs)	This Quarter, % of All Services Rendered to Policyholders In- Benefit (147) by Type of Service	Cumulative % of All Services Ren- dered to All Policyholders (538) by Type of Service
Assessment & Care Planning	3%	2%
Assessment Only	5%	5%
Care Planning Only	4%	5%
Monitoring Only	26%	18%
Reassessment Only	5%	6%

NOTE: Case Management Services (reported as administrative costs) amounting to less than 1% are excluded. Therefore, the percentage sums of this and the above table may not equal 100%.

The California Partnership for Long-Term Care 1st. Quarter of 2002 Quarterly Report



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Visit the Partnership's Website at www.dhs.ca.gov/cpltc